POSITION DESCRIPTION

Senior Education Instructional Designer and Developer (Education & Training)

Position Summary
To create, design and develop intuitive and engaging learning contents for blended (face to face and digital) education and training courses.

This is a key role in partnering with course convenors and facilitators for attaining and sustaining best practice digital learning experience through our learning management system (LMS) and face to face course delivery. The opportunity is suited to an individual that can hit the ground running and proactively respond to the business, education and training needs of the UNSW Medicine and Health. Reporting to the Associate Professor and Director Short Courses, the individual will also play a critical role in the improvement in key business activities.

Accountabilities
Specific accountabilities for this role include:

- Creating, designing and developing learning contents (including assessments, surveys and quizzes) for impactful face to face and digital learning experience. This includes delivering design templates which can then be easily populated by course convenors for blended learning courses covering face to face and LMS delivery (synchronous and asynchronous).

- Developing and managing a well-defined yet adaptable and contemporary process which reduces cognitive load and optimises blended and digital learning anywhere, anytime.

- Delivering excellent customer service and providing guidance to internal and external end users on how best to utilise the learning platform to achieve desired results across the education and training business.
• Collaborating with the UNSW Medicine and Health Short Courses Unit including the LMS Specialist (Administrator) to manage the learning platform and its learning content and integration within a large complex environment. This includes providing management reports and managing risks as part of the operational governance process.

• Offering conceptual, technical and analytical solutions for best practice face to face and digital education, training and learning for the medical and healthcare sector.

• Aligning with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperating with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Undergraduate or postgraduate formal qualification in either Learning and Development, Organisation Development, Human Resources, Business / Administration or equivalent experience.

• Proven experience in creating, designing and developing intuitive and engaging learning contents for both face to face and digital courses.

• Experience in customer service, engagement and digital content creation, design and development for LMS delivery, anywhere and anytime.

• Deep knowledge and experience in instructional design and development, managing digital learning contents and LMS within a large complex environment. Experience in Canvas LMS would be advantageous.

• Ability to manage competing priorities, work under pressure and meet deadlines as well as high level of verbal and written communication skills, particularly the ability to communicate complex technical concepts in layman’s terms.

• Demonstrated ability to produce complex documentation or reports as well as an advanced knowledge of O365 including Forms, PowerPoint, and Microsoft Excel with the ability to analyse and manipulate data using pivot tables.

• Ability to troubleshoot and resolve learning management and technical issues, including an understanding of learning system structures and processes.

• Ability to work independently but also within a collaborative team environment.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

• Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.